NOVA SCOTIA
NOUVELLE-ÉCOSSE

Labour and Advanced Education
Travail et Éducation postsecondaire

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NOUVELLE-ÉCOSSE

Office of Immigration
Office de l'immigration

Nova Scotia
Advisory Council on
the Status of Women

Conseil consultatif sur la
condition féminine de la
Nouvelle-Écosse

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2011-2012 French-language Services Plan

August, 2011

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1. Message from the Deputy Minister

We are pleased to present the 2011-2012 French-language Services Plan for the Department of Labour and Advanced Education that now includes the Office of Immigration and the Advisory Council on the Status of Women. The plan outlines our intent to continue broadening the array of French information available to our clients and stakeholders. It also underscores a commitment to serving Nova Scotia's Acadian and francophone communities.

We have carried forward the momentum generated from previous French-language Services Plans and the progress achieved in the delivery and implementation of French-language services in prior years. We are committed to building on existing capacity to provide services in French to meet the needs of the Acadian and francophone communities.

One initiative that works towards this goal has already garnered recognition. Last year, our LaMPSS system was programmed to allow French applications. This resulted in the team being presented with a Bonjour Award. A comprehensive list of the Department's other initiatives are featured in this report.

In addition to efforts within the Department, we continue to work collaboratively with the Office of Acadian Affairs (OAA) to enhance our capacity to deliver French-language services. We also participate on the Steering Committee for Francophone Immigration and the national Citizenship and Immigration Canada-Official Language Minority Communities (CIC-OLMCs) Steering Committee. We have provided funding and support to Fédération acadienne de la Nouvelle-Écosse, Université Sainte-Anne and Conseil de développement économique de la Nouvelle-Écosse to provide services to the Acadian and francophone communities.

The progress we have made this past year, and the goals we have set for this coming year, will ensure that the Department continues to deliver programs and services that reflect the needs of all Nova Scotians.

The Department's French-language Services Plan for 2011-2012 is in keeping with the goals of our mandate as well as our responsibilities under the *French-language Services Act and Regulations*.

2. Responses to French Requests (Written and Oral)

The Department will continue to respond in a timely manner to written and verbal requests from the public for French-language services. Various French-speaking staff members have offered to provide services in French. Some staff answer the telephone in both English and French (Hello / Bonjour). In the Office of Immigration, the *Bonjour!* sign offering services in both official languages is prominently displayed in the reception area and bilingual staff are encouraged to wear the *Bonjour!* pin to indicate their bilingual capacity. We have bilingual staff throughout the province willing and able to provide service in French. Staff members who receive requests beyond their capacity to provide a response in French have been instructed to contact French-speaking staff members for help.

Some of the Chairs or Deputy Chairs of our boards can conduct hearings in French. Also, if applicants or witnesses need a French interpreter, that is provided free of charge. In addition, the Conciliation and Labour Tribunals Division has an agreement in place with New Brunswick for conciliation in French where workplace parties request it.

Publications can be translated upon the request of the originating Division.

3. French-language Services Inventory

Labour and Advanced Education provides a wide range of services and publications available in French. Appendix A has more information.

4. Labour and Advanced Education Steps To Improve Our French-Language Services for 2011-2012

Last year, Labour and Workforce Development developed a comprehensive plan, along with relevant goals and objectives, which aims to further improve our services in French. This year, the Departments' plan continues our efforts to increase and deliver programs and services that reflect the needs of the Acadian and francophone community.

Appendix B details those goals and objectives.

5. Progress in Reaching Goals and Objectives for 2010-2011

Labour and Workforce Development, and its successor organizations, made great progress in improving its French-language services in 2010-2011. Appendix C lists:

- the goals and objectives we established for 2010-2011 to improve French-language services;
- the actions and activities we set to meet the goals and objectives for 2010-2011; and
- the progress we made last year to reach our goals and objectives.

Overall, 14 of the 20 Planned Measures from 2010-2011 were accomplished, for a 70 percent success rate. It is anticipated that the 2011-2012 plan will be even more successful.

6. Immigration Priorities of the Acadian and Francophone Community

Fédération acadienne de la Nouvelle-Écosse established a Steering Committee for francophone immigration (Comité directeur pour l'immigration francophone). It comprises immigration stakeholders and the Office of Immigration as a non-voting member.

The Acadian and francophone community has outlined in its five year plan on francophone immigration – *Plan directeur – Immigration francophone 2009-2014*, strategies to support French-speaking immigrants in the province with the following objectives:

- to increase the number of French-speaking immigrants into the Acadian and francophone communities
- to improve the capacity of the communities to welcome newcomers
- to support the economic integration of francophone immigrants in the Acadian and francophone communities
- to support the social and cultural integration of francophone immigrants in the Acadian and francophone communities

The Office of Immigration was involved in the development of the action plan and supports, in principle, its global vision and objectives.

7. Conclusion: Contribution to the Preservation and Growth of the Acadian and Francophone Community

The Department's French-language Services Plan contributes to the preservation and growth of the Acadian and francophone community by allowing us to serve French-speaking community members in their native language. This engages the Acadian and francophone community more fully in the planning and delivery of our operations and programs.

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Appendix A

French-language Services Inventory as of April 1, 2011:
Labour and Advanced Education, the Office of Immigration and the Advisory Council on the Status of Women

Services	Publications	Training	Other
The **Bonjour!** Program has been utilized. Several divisions of the department are able to provide bilingual services: - hearings can be conducted in French -francophone conciliators can be accessed through an agreement with New Brunswick -bilingual staff located around the province can assist clients who want to communicate in French -some toll-free services are available in French Programs for unemployed older workers in the Acadian Community have been supported. The Acadian Community is assisted through a designated Adult Education Coordinator. Adults can complete French literacy upgrading up to high school level. Adult Learning Program curricula have been developed for the Acadian and francophone community. Ability for callers to the OHS Division to receive and leave voice messages in French. OHS Division provides inspection reports and orders in French upon request. The LaMPSS implementation products will help support the delivery of services in both languages where applicable.	The **Bonjour!** button is on our departmental website. It links to various presentations, publications, and internet postings that are in both French and English. Announcements or press releases have been done in French. Several publications have been translated into French.	French-language training is available to staff members. For those who have expressed an interest in the training, every effort is made to enroll them. However, requests for training are supported where operational requirements permit. Several divisions have at least one staff member taking French-language training through the OAA. Many are enrolled in intermediate to advanced training. All staff directly involved with the Acadian and francophone community are encouraged to seek out French-language training as part of their current training plan. Some French language training will be available for 3rd party service provider organizations.	Under the LMA, a representative of Acadian Affairs sits at the LMA planning table. Part of the agreement with the federal government is that both LMA and LMDA programming will be available in both languages. We are engaged in a process that includes adapting and translating forms and documents as well as recruiting French-speaking staff to assist us in that endeavour. The Skills and Learning branch has organized an Advisory Committee on program issues. Employment Nova Scotia (ENS) trade show signage is available in both French and English.

Appendix B

Goals and Objectives for 2011-2012
Labour and Advanced Education, the Office of Immigration and the Advisory Council on the Status of Women

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	1.1 The Office of Acadian Affairs, the Minister, and designated public institutions fulfill their obligations pursuant to the French-language Services Act and Regulations.	To support and work with the OAA on expanding and improving FLS provided by LWD.	1. Ensure representation on the FLS Coordinating Committee and its sub-committees 2. Contribute to the Government's annual progress report on FLS. 3. Implement this plan
	1.2 Designated public institutions have implemented all sections of the Regulations.	To develop and implement internal policies related to the provision of services in the French-language.	1. Review internal policies to identify areas where changes are required in order to allow for delivery of services in French and develop or adapt policies as required. 2. Develop a policy on adapting and translating documents
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and francophone community as identified through consultation.	To work closely with OAA and the Acadian and francophone community to develop and implement active FLS.	1. Include a French-language component in at least two public consultations 2. Maintain ongoing dialogue and nurture relationships with Acadian and francophone community organizations to identify needs and priorities 3. Strategies to increase partnerships between Acadian and francophone community and the Department. 4. Work with the Acadian and francophone community on specific issues such as skill shortages and needs for immigrants. 5. Collaborate with Citizenship and Immigration Canada to support immigration in francophone minority communities. 6. Work with NS employers to help with their need to

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
			hire French-speaking temporary foreign workers. As co-chair of the Nova Scotia Inter-Agency Group on Human Trafficking (NSIGHT), Status of Women is leading several projects to build Nova Scotia's preparedness to address the issue of human trafficking. These projects have built-in French and English capacities including the following: • All awareness raising sessions will disseminate bilingual toolkits to attendees. • Background information and training modules of the asset-mapping tool of resources available to survivors and potential victims of human trafficking will be made available in both French and English. • The concurrent translation of the November 7th provincial symposium in both French and English.
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	2.2 Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services; are more sensitive to cultural issues pertaining to the Acadian and francophone community; and promote public awareness of French- language services and their availability.	To increase employee awareness of the provincial government's commitment to provide FLS and promote interest and involvement in service delivery.	1. Design and implement an internal campaign to promote awareness of the FLS initiative (i.e. make presentations to senior management and staff on the initiative and the departmental plan). 2. Maintain the Intranet page about the FLS. 3. A representative of the OAA will continue to be offered a seat at the LMA planning table. 4. Prominently display the *Bonjour!* sign offering services in both official languages where such service is available. 5. Encourage bilingual staff to wear the *Bonjour!* pin to indicate their bilingual capacity. 6. Encourage staff to attend information session on social and cultural issues pertaining to Acadian and francophone community (e.g.: PSC Acadie at a Glance).
	2.3 The public is more aware of	To take part in the OAA and	1. Implement an external communications plan to

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
	the approach being taken by the government to provide French-language services and of the programs and services available to them.	FANE's social marketing campaign to promote use of FLS.	promote services in French, including the *Bonjour!* program. 2. Maintain the Department's French websites. 3. Conduct information sessions and offer presentations in French to interested stakeholders, and liaise with community partners and media, to raise awareness about the Departments' programs and services. 4. Issue communiqués in French to the media as appropriate. 5. Translate and publish documents in French.
	2.4 Prioritization and establishment of French-language services to be offered, and of strategies or approaches for service delivery.	To examine the level of services in French and the capacity for offering services, identify the priority areas and monitor progress.	1. Refine or develop approaches, programs, and strategies for planning and delivering FLS in priority areas. 2. Ensure that LMA and LMDA programming continues to be available in both French and English. 3. Examine the need for and the level of services in French and the capacity for offering services and identify the priority areas
	2.5 The capacity of the Public Service to provide services in French has increased due to the recruitment of French-speaking employees and training of employees, and standards and guidelines for recruitment, evaluation, and training are in place.	To continue to build departmental capacity to provide service in French through employee training in the French language.	1. Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth 2. Build capacity through French language training Maintain a bilingual Nominee Officer position within the Office of Immigration. 3. Co-Chair bilingual meetings of the Federal-Provincial-Territorial (FPT) Forum of Ministers and Senior Officials Responsible for the Status of Women in Nova Scotia in September 2011, and May 2012
Objective 3 –	3.1 Government has helped	To support community,	1. Provide bilingual instructors to assist in the delivery

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012
Community Development and Capacity-Building Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	Acadian and francophone community-based organizations, where appropriate, realize their objectives expressed in the community's Global Development Plan.	cultural, and economic initiatives that meet the need of the Acadian and francophone community	of Adult Education programs. 2. Support community immigration related initiatives that meet the labour market and economic development needs of the Acadian and francophone community through the NSOI Immigration Settlement Funding Program and the Labour Market Agreement Funding Program, and the pilot project with Fédération acadienne de la Nouvelle-Écosse (FANE).
	3.2 Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.	To explore opportunities to address French language community needs.	1. Maintain ongoing dialogue and nurture relationships with Acadian and francophone community organizations to identify needs and priorities

Appendix C

Progress in Reaching Goals and Objectives for 2010-2011
Labour and Advanced Education, the Office of Immigration and the Advisory Council on the Status of Women

Objectives	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Results - 2010-2011
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	To support and work with the OAA on expanding and improving FLS provided by LWD.	1. Ensure representation on the FLS Coordinating Committee	1. Labour and Advanced Education and the Office of Immigration were both represented on the FLS Coordinating Committee. Representatives informed staff of workshop "Acadie at a Glance" (workshop on Acadians of NS and FLS), as well as advised staff of winter and spring sessions of French courses offered by OAA and US-A. The Office of Immigration French-language Services Coordinator led the Sub-Committee for the Review of French-language Services. Article 3 (2) of the French-language Services Regulations states that the Minister must conduct before July 31, 2010 a review of the French-language services offered by the Government of Nova Scotia. Following the Review of French-language services, fourteen recommendations were proposed to the French-language Services Coordinating Committee. The Office of Immigration French-language Services Coordinator participated in the Human Resources Sub-Committee.
		2. Contribute to the Government's annual progress report on FLS.	2. The Departments' 2010/2011 plans contributed to the Government's annual progress report on FLS.
		3. Implement this plan	3. The 2010/2011 plans were implemented.
	To develop and implement internal policies related to the	1. Review internal policies to identify areas where	1. Reviewed several EAS agreement delivery sites to ensure that French language service was being

Objectives	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Results - 2010-2011
	provision of services in the French-language.	changes are required in order to allow for delivery of services in French and develop or adapt policies as required. 2. Develop a policy on adapting and translating documents	provided according to policy. 2. Not completed.
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	To work closely with OAA and the Acadian and francophone community to develop and implement active FLS.	1. Work with the OAA on a government-wide process to consult the Acadian and francophone community on FLS and other important issues 2. Include a French-language component in at least two public consultations 3. Maintain ongoing dialogue and nurture relationships with Acadian and francophone community organizations to identify needs and priorities	1. Not completed. 2. Consultations on Military reservists and foreign workers had a French language component. In addition, LaMPSS training was conducted in French. 3. Acadian staff represented LAE at meetings and events in Acadian/francophone community, and consulted widely with community organizations. New opportunities and partnerships have been identified which will advance literacy/ essential skills for Acadian community. Staff consulted with adult education service delivery partners and other stakeholders to determine needs and priorities of Acadian community, as well as obtain their feedback on the *Adult Learning Act*. Bilingual staff was available to provide an array of services in French in a timely manner.

Objectives	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Results - 2010-2011
		4. Collaborate with the Acadian and francophone community-based organizations on outreach projects funded by the Office of Immigration.	4. Provided $88,091 to Fédération acadienne de la Nouvelle-Écosse (FANE) to build capacity to promote, recruit, welcome and integrate new French-speaking immigrants in the Acadian and francophone regions of Nova Scotia. Part of the above-funding was allocated for moving into a new location for the establishment of a new welcoming centre for French-speaking immigrants in Halifax.
		5. Work with the Acadian and francophone communities on specific issues such as skill shortages.	5. Provided funding for $52,000 through the Labour Market Agreement (LMA) to Conseil de développement économique for hiring a business advisor to French-speaking entrepreneurs in the Halifax region. Allocated funding for $167,009 through the Labour Market Agreement to Université Sainte-Anne for a project to prepare French-speaking immigrants to the Canadian labour market and workplace, including a job experience. Participated in the Réseau acadien des intervenants en employabilité (RAIE), a departmental employability table for Acadians and francophones.
		6. Collaboration with Citizenship and Immigration Canada and other governments and organizations to support immigration in francophone minority communities.	6. Signed of a Memorandum of Understanding with Citizenship and Immigration Canada to access $21,560 in funds to support francophone immigration promotional activities: participation to an immigration and employment fair in France and Belgium with representatives from FANE and Conseil de développement économique de la Nouvelle-Écosse. French-speaking immigrants were recruitment directly through representation abroad. Collaborated with Atlantic provinces in increasing francophone immigration in Atlantic Canada.

Objectives	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Results - 2010-2011
			Represented the Province of Nova Scotia on the Citizenship and Immigration Canada (CIC) – Francophone Minority Communities (FMC) Steering Committee. Participated in the Comité directeur pour l'immigration francophone – Nouvelle-Écosse. Participated in the Comité atlantique pour l'immigration francophone (CAIF) an Atlantic Canada table for francophone immigration. Presented to the Standing Committee on Official Languages on May 11, 2010 on the valuable work of the Office of Immigration and our vision of francophone immigration in our province.
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	To increase employee awareness of the provincial government's commitment to provide FLS and promote interest and involvement in service delivery.	1. Design and implement an internal campaign to promote awareness of the FLS initiative (i.e. make presentations to senior management and staff on the initiative and the departmental plan) 2. Maintain the Intranet page about the FLS 3. A representative of the OAA will continue to be offered a seat at the LMA planning table. 4. Prominently display the *Bonjour!* sign offering services in both official languages. Bilingual staff are encouraged to	1. Not completed. 2. The Intranet page was maintained. 3. OAA is engaged in LMA planning activities. 4. Displayed the *Bonjour!* sign in the reception area. Some bilingual staff wore the *Bonjour!* Pin.

Objectives	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Results - 2010-2011
		wear the Bonjour! pin to indicate their bilingual capacity. 5. Encourage staff to attend information sessions on social and cultural issues pertaining to the Acadian and francophone community (e.g. PSC Acadie at a Glance)	5. Attended (one staff) the Acadie at a Glance session
	To take part in the OAA and FANE's social marketing campaign to promote use of FLS.	1. Implement an external communications plan to promote services in French, including the *Bonjour!* program.	1. Not completed.
	The public is more aware of the approach being taken by the government to provide French-language services and of the programs and services available to them.	1. Conduct information sessions and offer presentations in French to interested stakeholders, and liaise with community partners and media	1. Organized a one day event in collaboration with the Canadian Embassy in Paris on foreign workers recruitment possibilities in France, Belgium and Tunisia (September 14, 2010 – 22 Nova Scotia participants). Participated in employment fairs in November 2010 in Paris (3 days) and Brussels (one day). Funding was provided by Citizenship and Immigration Canada for representatives of the Acadian community and the Office of Immigration to attend these fairs. Participated in additional promotional activities during the week following Destination Canada 2010 in three French cities (Nantes, Rennes, Rouen). Conducted immigration presentations in French: . Sept. 28, 2010: Lunch and Learn presentation at the Office of Acadian Affairs *Introduction to Immigration*

Objectives	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Results - 2010-2011
			. Nov. 3, 2010: Presentation to foreign students at *Université Sainte*-Anne on the International Graduate stream of the Nova Scotia Nominee Program (Pointe-de-l'Église)
		2. Provide new public signage in both official languages.	2. Installed a new public signage in French and English
		3. Issue communiqués in French to media as appropriate.	3. Relevant communiqués were issued in both French and English
		4. Translate and publish documents in French.	4. Published a French booklet *Guide d'embauche de travailleurs étrangers à l'intention des employeurs* (June 2010), and a colouring booklet in both official languages. Provided information in French in person, in writing and over the phone to individuals interested in immigrating to Nova Scotia.
	To examine the level of services in French and the capacity for offering services, identify the priority areas and monitor progress.	1. Refine or develop approaches, programs, and strategies for planning and delivering FLS in priority areas.	1. Several staff located throughout the province are fluent in French. Activity continues, including publications and forms. Met with representatives of French community to review quality of programs in priority areas. Programmed the new Labour Market Programs Support System to accept applications in French. Acadian Adult Education staff work closely with francophone adult education service providers to develop and promote programs and services in French for the Acadian/ francophone community. Continued ability for callers to the OHS Division to receive and leave voice messages in French. OHS Division provides inspection reports and orders in French upon request.

Objectives	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Results - 2010-2011
		2. Ensure that LMA and LMDA programming continues to be available in both French and English.	2. Agreement monitoring and client support to LMA projects are available in French. In addition, the LaMPSS system has been programmed to allow French applications. As a result, the LaMPSS team received a Bonjour Award.
	To continue to build departmental capacity to provide service in French through employee training in the French language.	1. Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth 2. Build capacity through French language training to build our FLS capacity 3. Continue to adapt and translate publications	1. The LAE Intranet site offers French-language tools and resources. Bilingual LMA staff received training. Learning outcomes are identified on some individual performance appraisals/learning plans. 2. Two staff members have taken advanced French language training to increase capacity to provide FLS. 3. ENS program fact sheets created in French and English. Trade show signage available in both French and English. Examples of translated publications include: -Fire safety information pamphlets published in cooperation with NB -All Adult Education documents -Labour Market Review -Interprovincial Red Seal Exams -Red Seal Program brochures - Interprovincial Program Guide -GED examinations may be translated upon request. - Nova Scotia Labour Market Review 2009 - Career Options Occupational Handbook for Nova Scotians, 2011-2013 - High Opportunity Career Options, 2011-2013

Objectives	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Results - 2010-2011
			- Guide to a Successful Job Search - Guide to Planning for Post-Secondary Study - Guide to Managing and Growing Your Career - Guide to Career Planning With Your Teenager - Guide to Understanding Labour Market Information
Objective 3 – Community Development and Capacity-Building Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	To support community, cultural, and economic initiatives that meet the need of the Acadian and francophone community	1. Provide bilingual instructors to assist in the delivery of Adult Education programs. 2. Continue to assist the Acadian and francophone community through a designated Employer Engagement Navigator who works with employers. 3. Support community immigration related initiatives that meet the labour market and economic needs of the Acadian and francophone community and French-speaking immigrants through the NSOI Immigration Settlement Program Funding and Labour Market Agreeement Funding Program.	1. Adult Education programs for Acadian community are supported by francophone instructors, French-language resources, and bilingual program monitoring and client support. 2. Not completed. 3. Collaborated with our community partners on recruitment, attraction and retention strategy in the Acadian and francophone communities of Nova Scotia through the funding for the opening of a new welcoming centre for French-speaking immigrants. Supported three Acadian organizations and their various immigration initiatives through the NSOI Immigration Settlement Funding Program and the Labour Market Agreement Funding Program – Fédération acadienne de la Nouvelle-Écosse, Conseil de développement économique de la Nouvelle-Écosse and Université Sainte-Anne
	To explore opportunities to	1. Offer French education	1. Not completed.

Objectives	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Results - 2010-2011
	address French language community needs.	sessions in community centres in Acadian and francophone communities.	